lawgistics

legal advice, guidance and support
for the motor trade

driver options

The simple solution to running your own warranties

Online Warranty Management Account

User Manual

Lawgistics Ltd
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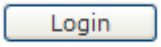
Alconbury Airfield
Cambridgeshire
PE28 4WY

01480 455500
info@lawgistics.co.uk
www.lawgistics.co.uk

Login

1. Go to www.lawgisticsdriveradmin.co.uk

2. Click ‘Client Login’ button.
driver options
lawgistics
The simple solution to running your own warranties
Online Warranty Management Login
Please enter your username and password
Username
Password
Login
Forgotten your password? Click here.
Only individuals who have a Lawgistics Warranty account and authorised access to our service should proceed beyond this point. For the security of our clients, any unauthorised attempt to access information on this site will be monitored and may be subject to legal action.

3. Enter your Username and Password and click ‘Login’ button. 

4. Click ‘Launch Dashboard’ Button

Register Warranty

1. Go to Dashboard and click

2. Enter the vehicle details…

The Vehicle

Date First Registered	17	Apr	2006	Vehicle Make	VOLVO
Date of Purchase	06	May	2010	Vehicle Model	s40
Purchase Price	5000				
Recorded Mileage *	50000				
Registration Number	DE56MOS				

* The recorded mileage cannot be guaranteed. It will assist in calculating due dates for servicing but must be disregarded and considered incorrect for any other purposes.

4. Enter the customer details…

The Customer

First Name	Darren	County	Shire
Last Name	Black	Postcode	PO57 3DE [Click to find]
Address	The Square	Telephone No.	00000 000000
		Email Address	demo@demo.co.uk
		☐ Check this box if you do NOT wish to receive information from selected 3rd party suppliers about products and services of interest	
Town	Town		

5. Enter the warranty details…

The Warranty

Warranty NO. *(required)*	0026	Policy Type	Driver PLUS
Start Date	06 May 2010	Driver Optional Cover	
Months	6	Turbo	☑
or Miles	6000	ABS	☑
whichever is sooner		AirCon	☑
Claims Limit	300	Cat	☑

[Save Changes]

6. Click Save Changes You have created a *'draft warranty'.*

Please check the details below
This is only a draft and you must click the 'Register Warranty' button to register this warranty
If any details are incorrect click the 'Edit Warranty' button.
Warranty Record (draft)
Supplying Dealer - Online Demo
Online Demo
'your company logo here'

The warranty details are now saved on the system but only as a draft. **The warranty is not registered**.

Keep the warranty as a draft if some of the detail cannot be confirmed ie. customer address/warranty type.

When you are ready to complete the warranty detail, simply return to the warranty record, edit and register.

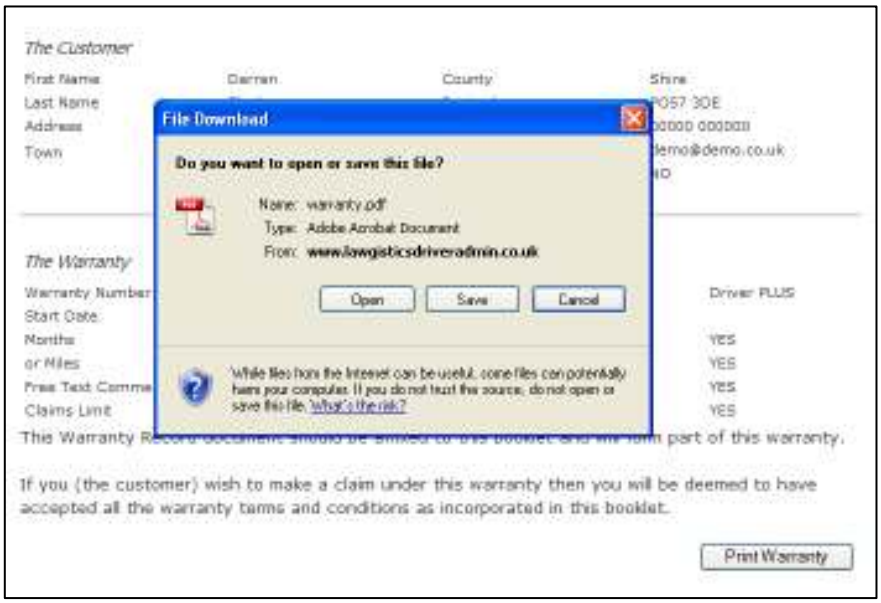
NB. You will not be invoiced for draft warranties however the call centre cannot administer them.

7. If details are incorrect or incomplete click Edit Warranty and edit the warranty details.

If details are correct click. Register Warranty You have now *'registered a warranty'.*

This warranty has been registered
Click the 'Print Warranty' button for the Warranty Record document.
Warranty Record
Supplying Dealer - Online Demo
Online Demo
'your company logo here'

8. Click Print Warranty to print the Warranty Record for your customer.


The Customer
The Warranty
File Download
Do you want to open or save this file?
Open
Save
Cancel
If you (the customer) wish to make a claim under this warranty then you will be deemed to have accepted all the warranty terms and conditions as incorporated in this booklet.
Print Warranty

9. Open the warranty PDF, print the Warranty Record and give to your customer with the driver warranty.

Example of a printed warranty record

Warranty Record

Online Demo
your company logo here

Supplying Dealer - Online Demo

The Vehicle

Date First Registered	04 May 2005	Vehicle Make	BMW
Date of Purchase	04 May 2010	Vehicle Model	Z4
Purchase Price	£9,500	* The recorded mileage cannot be guaranteed. It will assist in calculating due dates for servicing but must be disregarded and considered incorrect for any other purposes.	
Recorded Mileage *	48,000		
Registration Number	M1BMW		

The Customer

First Name	Steve	County	Shire
Last Name	Smith	Postcode	PS05CD
Address	The Street	Telephone Number	00000 00000000
Town	Town	Email Address	
		Mailing Opt Out	YES

The Warranty

Warranty Number	warranty2	Driver Optional Cover	
Start Date	04 May 2010	Turbo	YES
Months	3	ABS	YES
or Miles	3000	AirCon	NO
Claims Limit	£1,000	Cat	NO
Policy Type	Driver PLUS		

This Warranty Record document should be affixed to this booklet and will form part of this warranty.

If you (the customer) wish to make a claim under this warranty then you will be deemed to have accepted all the warranty terms and conditions as incorporated in this booklet.

Customer Signature

Date

Search Warranty

1. Go to Dashboard and click

2. Search for a warranty record by Reg. No. (exact reg required, no spaces, not case sensitive)...

Or search for warranty record by Warranty. No. (exact warranty no. required, no spaces, not case sensitive)...

Or search for warranty record by Customer Name. (full customer name NOT required, not case sensitive)...

Or search for warranty record by Filter...

Warr. #	Mths	Expires	Customer	Reg. #	Make	Model	
warranty2	3	04/08/2010	Steve Smith	M1BMW	BMW	Z4	

3. Once you have found the warranty click to view the warranty record.

NB. If you cannot find a warranty saved on the system please use the

form on the Dashboard or call 01480 455500

View / Add Notes and Close Claims

1. Search for warranty and click to view the warranty record.

Warranty Record
Supplying Dealer - Online Demo

Online Demo
'your company logo here'

The Vehicle

Date First Registered	04 May 2005	Vehicle Make	BMW
Date of Purchase	04 May 2010	Vehicle Model	Z4
Purchase Price	£9,500	* The recorded mileage cannot be guaranteed. It will assist in calculating due dates for servicing but must be disregarded and considered incorrect for any other purposes.	
Recorded Mileage *	48,000		
Registration Number	M1BMW		

The Customer

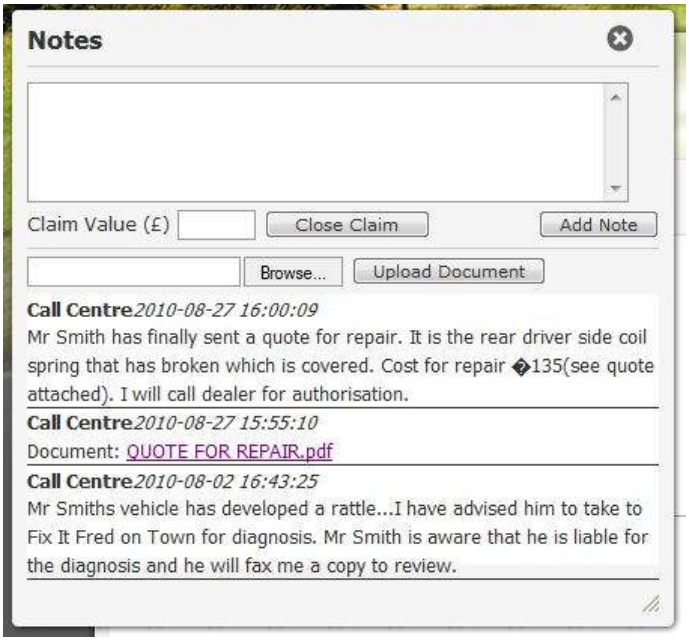
First Name	Steve	County	Shire
Last Name	Smith	Postcode	PS05CD
Address	The Street	Telephone Number	00000 00000000
Town	Town	Email Address	
		Mailing Opt Out	YES

The Warranty

Warranty Number	warranty2	Driver Optional Cover	
Start Date	04 May 2010	Turbo	YES
Months	3	ABS	YES
or Miles	3000	AirCon	NO
Claims Limit	£1,000	Cat	NO
Policy Type	Driver PLUS		

This Warranty Record document should be affixed to this booklet and will form part of this warranty.
If you (the customer) wish to make a claim under this warranty then you will be deemed to have accepted all the warranty terms and conditions as incorporated in this booklet.

2. Click to view notes.



Notes

Claim Value (£) | Close Claim | Add Note

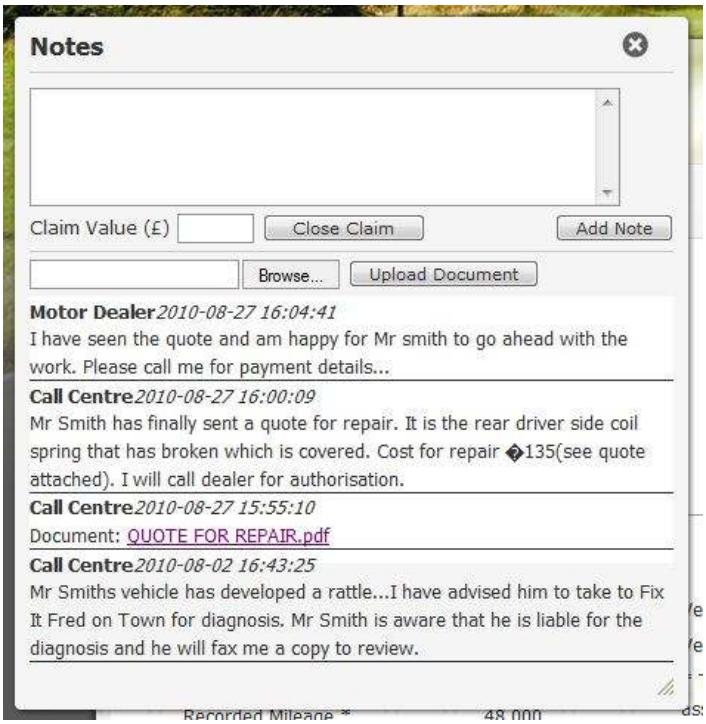
Browse... | Upload Document

Call Centre *2010-08-27 16:00:09*
Mr Smith has finally sent a quote for repair. It is the rear driver side coil spring that has broken which is covered. Cost for repair £135(see quote attached). I will call dealer for authorisation.

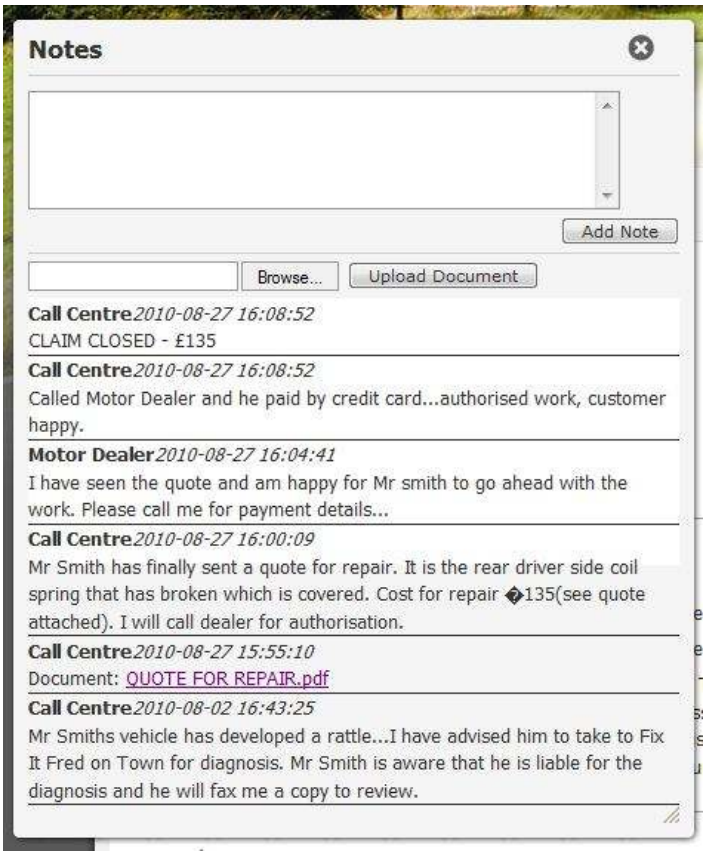
Call Centre *2010-08-27 15:55:10*
Document: QUOTE FOR REPAIR.pdf

Call Centre *2010-08-02 16:43:25*
Mr Smiths vehicle has developed a rattle...I have advised him to take to Fix It Fred on Town for diagnosis. Mr Smith is aware that he is liable for the diagnosis and he will fax me a copy to review.

3. Add a note by filling in the blank text box and click


Notes
Claim Value (£)
Close Claim
Add Note
Browse...
Upload Document
Motor Dealer 2010-08-27 16:04:41
I have seen the quote and am happy for Mr smith to go ahead with the work. Please call me for payment details...
Call Centre 2010-08-27 16:00:09
Mr Smith has finally sent a quote for repair. It is the rear driver side coil spring that has broken which is covered. Cost for repair £135(see quote attached). I will call dealer for authorisation.
Call Centre 2010-08-27 15:55:10
Document: QUOTE FOR REPAIR.pdf
Call Centre 2010-08-02 16:43:25
Mr Smiths vehicle has developed a rattle...I have advised him to take to Fix It Fred on Town for diagnosis. Mr Smith is aware that he is liable for the diagnosis and he will fax me a copy to review.

4. To close a claim enter a claim value and click


Notes
Add Note
Browse...
Upload Document
Call Centre 2010-08-27 16:08:52
CLAIM CLOSED - £135
Call Centre 2010-08-27 16:08:52
Called Motor Dealer and he paid by credit card...authorised work, customer happy.
Motor Dealer 2010-08-27 16:04:41
I have seen the quote and am happy for Mr smith to go ahead with the work. Please call me for payment details...
Call Centre 2010-08-27 16:00:09
Mr Smith has finally sent a quote for repair. It is the rear driver side coil spring that has broken which is covered. Cost for repair £135(see quote attached). I will call dealer for authorisation.
Call Centre 2010-08-27 15:55:10
Document: QUOTE FOR REPAIR.pdf
Call Centre 2010-08-02 16:43:25
Mr Smiths vehicle has developed a rattle...I have advised him to take to Fix It Fred on Town for diagnosis. Mr Smith is aware that he is liable for the diagnosis and he will fax me a copy to review.

Warranty Reports

1. Go to Dashboard and click

2. Select Report Type

Warranty Report Types Explained

Draft Warranties – list of all draft warranties.

Registered Warranties – list of registered warranties searched by selected date range.

Live Warranties – list of live warranties searched by selected date range.

Expired Warranties – list of expired warranties searched by selected date range.

Claims Reports

Open Claims – list of all open claims.

Closed Claims – list of closed claims searched by selected date range.

Claim Activity – list of claim activity searched by selected date range.

3. Select date range

and click

4. Click

to print Report.

Contact Us

If you are experiencing problems using your online warranty management account, wish to report bugs or make suggestions please use the

form on the Dashboard or call **01480 455500**.